

MITEL® VOICEMAIL

(Operating and Reference Manual)

VOICEMAIL INTRODUCTION

- The voice mailbox assigned to your local will allow your callers to leave you a message when your line is busy or when it is unanswered. The first time you call it up, a user tutorial will help you organize your voice mailbox.
- You must record your own greeting, name and passcode.
- Your personal greeting can easily be changed to reflect your whereabouts, your schedule, etc.
- Your mailbox can have a four to ten digit pass code. You create it yourself and can change it at any time.
- Calls are transferred to your voice mailbox after three rings.
- You can retrieve your messages from any Touch-Tone Telephone.

ACCESSING or SETTING UP YOUR VOICE MAIL BOX

- At Dawson: call **your local #####** (wait for response; dial) * (wait; dial) **5555** or **“YOUR PERSONAL passcode”**
- Outside of Dawson: call **(514) 931-8731** (wait for response; dial) * (wait; dial) **your local #####** (wait; dial) * (wait; dial) **5555** or **“YOUR PERSONAL passcode”**

NOTE: If there is a voice mail box number choice, enter the number after your local.
(Example: local ##### (wait for response; dial) 1 or 2 or 3).

PLAYING MESSAGES

When you access your voice mailbox to retrieve messages, the system will tell you how many messages there are.

- Press **7** to **listen** to a message.
- Press **5** to **keep** a message.
- Press **3** to **erase** a message.
- Press **4** to **forward** a message
(Enter local + # + record your message + # + 9 to forward)

You may use the following keys at any time while listening to a message:

- **8** to move to the next message
- **8*** to return to the previous message
- **#** to move forward 5 seconds
- ***** to back up 5 seconds
- **1** to pause for 30 seconds

USER OPTIONS

Once your voice mailbox has accepted your pass code, press 8 to access the user options menu and its features.

- Press **4** to change your **greeting**.
- Press **6** to record your **name**.
- Press **7** to change your **pass code**.
- Press **5** to create or modify a distribution list.
- Press **9** to exit to the main menu or exit from voice mail.

SUGGESTED GREETINGS

Hello, you have reached the voice mailbox of (your name). I can't take your call at the present time, so please leave me a detailed message and I'll call you back as soon as possible.

Hello, you have reached the voice mailbox of (your name). I will be away from the office on (course, holidays, meeting, etc.) until (date). Should you need any assistance during my absence, please contact (name) at local #####. You may choose to leave me a message and I will return your call upon my return.